



This is a digital copy of a book that was preserved for generations on library shelves before it was carefully scanned by Google as part of a project to make the world's books discoverable online.

It has survived long enough for the copyright to expire and the book to enter the public domain. A public domain book is one that was never subject to copyright or whose legal copyright term has expired. Whether a book is in the public domain may vary country to country. Public domain books are our gateways to the past, representing a wealth of history, culture and knowledge that's often difficult to discover.

Marks, notations and other marginalia present in the original volume will appear in this file - a reminder of this book's long journey from the publisher to a library and finally to you.

### **Usage guidelines**

Google is proud to partner with libraries to digitize public domain materials and make them widely accessible. Public domain books belong to the public and we are merely their custodians. Nevertheless, this work is expensive, so in order to keep providing this resource, we have taken steps to prevent abuse by commercial parties, including placing technical restrictions on automated querying.

We also ask that you:

- + *Make non-commercial use of the files* We designed Google Book Search for use by individuals, and we request that you use these files for personal, non-commercial purposes.
- + *Refrain from automated querying* Do not send automated queries of any sort to Google's system: If you are conducting research on machine translation, optical character recognition or other areas where access to a large amount of text is helpful, please contact us. We encourage the use of public domain materials for these purposes and may be able to help.
- + *Maintain attribution* The Google "watermark" you see on each file is essential for informing people about this project and helping them find additional materials through Google Book Search. Please do not remove it.
- + *Keep it legal* Whatever your use, remember that you are responsible for ensuring that what you are doing is legal. Do not assume that just because we believe a book is in the public domain for users in the United States, that the work is also in the public domain for users in other countries. Whether a book is still in copyright varies from country to country, and we can't offer guidance on whether any specific use of any specific book is allowed. Please do not assume that a book's appearance in Google Book Search means it can be used in any manner anywhere in the world. Copyright infringement liability can be quite severe.

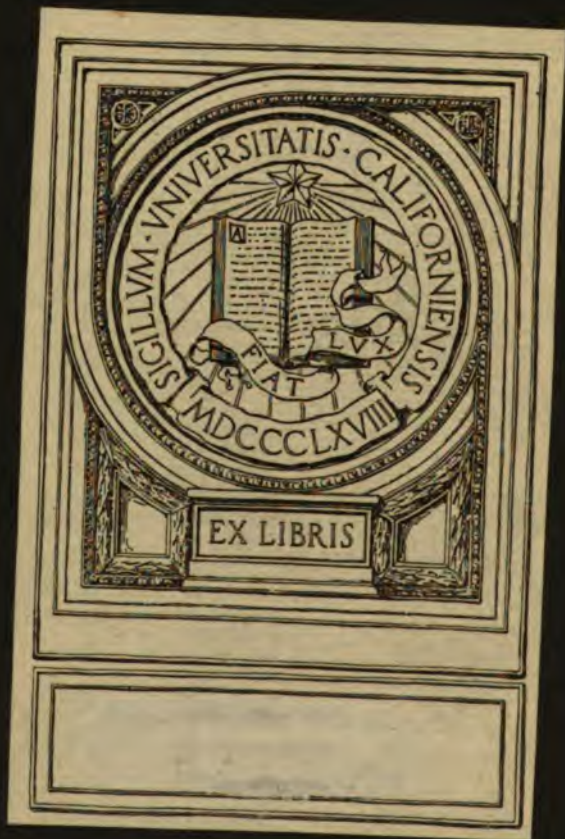
### **About Google Book Search**

Google's mission is to organize the world's information and to make it universally accessible and useful. Google Book Search helps readers discover the world's books while helping authors and publishers reach new audiences. You can search through the full text of this book on the web at <http://books.google.com/>

Z  
711  
R5

UC-NRLF  
  
\$B 119 062

Y9110852



# THE REFERENCE DEPARTMENT

BY

E. C. RICHARDSON

PREPRINT OF  
MANUAL OF LIBRARY ECONOMY  
CHAPTER XXII

UNIVERSITY OF  
CALIFORNIA

American Library Association Publishing Board  
78 E. WASHINGTON ST., CHICAGO  
1911

LIBRARY  
SCHOOL

## A. L. A. MANUAL OF LIBRARY ECONOMY

- Chap. I. "American Library History," by C. K. BOLTON.  
II. "The Library of Congress," by W. W. BISHOP.  
IV. "The College and University Library," by J. I. WYER, JR.  
XVII. "Order and Accessions Department," by F. F. HOPPER.  
XXII. "Reference Department," by E. C. RICHARDSON.  
XXVI. "Bookbinding," by A. L. BAILEY.

The above chapters are each printed in a separate pamphlet.  
Price 10 cents each.

Projected chapters now in preparation are as follows:  
"Loan Department"; "Branches and Other Distributing Agencies"; "Pamphlets, Clippings, Maps, Music"; "Book Selection"; "Classification"; "Commissions, State Aid and State Agencies"; "Work with the Blind"; "Library Service"; "State Libraries"; "Fixtures, Furniture, Fittings and Supplies"; "Free Public Libraries"; "Catalog"; "Shelf Department"; "Museums, Art Galleries, Lectures"; "Public Documents"; "Library Training"; "Special Libraries"; "Administration"; "Bibliography"; "Public Library and Public Schools"; "Library Work with Children"; "Legislation"; "Buildings."

## XXII

### THE REFERENCE DEPARTMENT

E. C. RICHARDSON  
Princeton University Library

The reference department of a library is that part of its organization which has to do with the use of material within the library building, as distinguished from home use. In the broad sense it includes, at any given time, all material not loaned out at that time. In its narrower sense, it includes books made for reference or set apart for reference, either permanently or temporarily. Permanent reference books include quick reference collections, restricted books, manuscripts, maps, engravings, documents, bound periodicals, and whatever else is not commonly loaned out, as "standard" libraries, "seminar" libraries, and special collections of all sorts when restricted to library use. Temporary reference collections include current periodicals, reserved collections on timely topics, books reserved for essays, clubs, debates, and the like. Special selections of loan books intended to serve a reference use when not in circulation, open shelf collections, children's libraries and standard libraries, even when their books are allowed to circulate, serve a reference purpose when they are not in circulation.

#### I. DEFINITION OF THE REFERENCE BOOK

In its narrower sense a reference book is one made for reference use as distinguished from reading use: in its broader sense it is any book that is used for reference.

Books are used for two purposes, reading and reference. Reading implies extended use; reference, selective use. The reference book is therefore simply one used for consultation

I

251689

rather than for reading through. It is not so much a kind of book as a kind of use for any book and when the book is used for that purpose it is a reference book. While some books are used for reading, some for reference and many are made chiefly for the one or the other use, there is a reference use even for poetry and fiction and a small reading use even for dictionaries, while a very large number of books are used in either way equally often and well. The book made for reference, being arranged with explicit view to ease and rapidity in finding specific facts, is the true reference book.

By the nature of the use it comes to pass that the book intended for reference use in a library is withheld from circulation. Reading use is continuous, reference use occasional. In library work the former calls, on the average, for exclusive use by one person for a long time, while reference use calls for successive use by many persons each for a short time only; the one involves the consecutive use of a few books, the other the almost simultaneous use of many books. On an average the reading book may, therefore, be loaned while the reference book may not, and in a library the reference book becomes one reserved for reference use or still more simply one used for reference.

## II. SELECTION OF REFERENCE BOOKS

The reserving of books from circulation for the sake of reference is an art, the process varying with the users for whom selection is made. Many books made for reference need not be reserved from circulation—old editions of encyclopaedias, very special dictionaries or textbooks in demand at a given time by only a single reader, and so on. On the other hand standard editions of the great poets must, in many libraries, be kept for reference. The range of reserves in the general reference collections differs radically from that of special collections such as art or music, or from seminar and department

libraries. Books made for reference and their matter disposed with a view to the finding of particular facts rather than of reading through include encyclopaedias, dictionaries, year-books, almanacs, indexes to periodicals and indexed periodicals, directories, atlases, bibliographies, also aids and guides to readers, etc. To these add also textbooks well paragraphed and provided with captions, and all well-indexed books.

The law of selection of books within these classes for any particular reference collection must first regard the purpose of the collection, and second lateness of publication, reliability and comprehensiveness. Information brought up to date and that can be depended on is the first consideration, but it is the out-of-the-way questions which cost the most time, and outdated, rather second-rate tools may cover many topics not found in the more modern and more accurate but less comprehensive books on the same subject, and may either serve the purpose or point the way to better slow-reference sources, for the chief function of a quick-reference book is to light the fuse to a train of research.

### III. ACTIVITIES AND ADMINISTRATION

The reference use of a library concerns the finding of books and the finding of facts. The finding of books, in turn, includes the choice of books for reading and the choice of books for the finding of facts.

The first, commonest, and most important reference use of a library is to find what to read. Aid to this end belongs to the reference, not to the loan department, and should, in most libraries, have first attention, both in the matter of the collection of reference books for the purpose and in the personal help of the librarian.

The second reference use of a library is to learn what books to use for finding facts. This calls for a special apparatus of books for reference books—bibliographies of bibliographies,



catalogs of reference libraries and systematic guides such as Kroeger's.

The third reference use of a library is for the finding of the facts themselves.

These three uses require the exercise of at least four functions of administration, supervision, personal advice, the preparation of lists and the finding of facts. These functions are commonly united in one reference librarian, but in a very large library may be distinguished into four divisions, each with its own personnel: (1) supervision, (2) consultation, (3) bibliography, and (4) research.

1. The *supervising division* of a reference library concerns (a) the supervision of books and apparatus, and (b) the supervision of readers.

(a) Supervision of books and apparatus involves the selection of books, the replacing of old editions and outdated works by newer and better ones, the keeping of books in order upon the shelves. In respect of apparatus it implies the providing of proper building room for general and special reference work. This includes provision of special rooms or quarters for special reference libraries, for maps, engravings, current periodicals, exhibition books, also rooms for photographing, rooms for the use of special students who require a large number of books and the like. It means the provision for and regulation of ventilation, light and heat, the choice of furniture such as desks and chairs, cases for exhibition books, the provision of ink and paper and blotters. It involves disputed practices of whether the reader shall be required to return the books to the shelf or be forbidden to do so, whether ink shall be provided or forbidden, whether children shall be allowed to use or forbidden to use certain books.

(b) The supervision of readers has to do among other things with (1) enforcement of rules of conduct, silence, decorum, etc., (2) personal attendance in the use of the stack or reserved

collections, (3) sometimes, the collation of rare manuscripts or collections of engravings after use, (4) the prevention or detection of theft, mutilation, thumbing, dogsearing, or other disfigurement, (5) the taking of books to the reader's seat, (6) the reserving of a user's material from day to day.

2. The *consultation division* of the reference department has to do with the giving of advice as to the use of the library. It may involve also systematic instruction in use but it is chiefly a matter of individual question and answer. The source of this function is commonly known as the "information desk," but this is intended as information how to find and use books, not information as to facts. It is intended not so much to aid the reader even in preparing reference lists, as to teach him to prepare them for himself. This division implies a consulting librarian in the general reference department and one in each of several special reference libraries, art, music, law, medicine, legislation, and the like. In a very large library the consulting librarian of the general reference department needs to have one or more assistants who may be sent with an inquirer to explain the catalogs and the method of finding a reference.

3. The *bibliographical division* of the reference department has to do with the preparation of lists as distinguished from the personal conducting of the individual by the consulting librarian. It includes in a public library the preparation of lists on timely topics to attract the interest of the general reader, lists for study clubs, for school essays, debates, and the like. In college libraries it concerns chiefly work in essays and debates, aid to the professors in selecting lists of collateral reading, the preparation of temporary collections to attract to general reading, and the like.

4. The *research division* concerns itself with the answering of letters or of questions handed down by the consulting librarian as to specific information regarding facts as distinguished

from information regarding the sources in which these facts may be found. In most American libraries this class of questions concerns chiefly matters of genealogy or local history and the source of quotations, but it often concerns also transcripts of manuscripts or printed authorities and many other matters. Abroad, matters of collation of manuscripts, the photographing of material and a verification of references play a larger part. In general, save for questions which concern the individual institution, this work is not looked on as free service but is assigned to assistants and the work paid for. In many libraries there is a special force which is paid partly or wholly in this way.

#### IV. SYSTEMATIC INSTRUCTION IN THE USE OF REFERENCE BOOKS

This instruction concerns reference books referring to reading books (books on the choice of books, books of best books, etc.), reference books referring to reference books and reference books referring to facts. Properly speaking, and theoretically, library instruction stops with pointing out the books in which reading lists, on the one hand, and facts on the other hand may be found, but practically instruction may be given in the methods of reading and the methods of using reference books to find and record the facts, as well.

Even quick-reference books differ greatly, and only the experienced user gets the best and quickest use from them. Material may, for example, be arranged alphabetically or systematically. Alphabetical entries in turn are arranged in different books under different catch-words and these in turn by different rules of alphabetization. Then, too, the tables of contents and indexes differ in location and arrangement, or the alphabetical indexes are classified into several special indexes. The average man is quite at sea regarding most of these methods, and must be not only shown the books which contain the facts, but be shown how to find the facts, just as

he must not only be shown the library catalog and lists of reference books but be shown how to find in them the books that he wants. The usual and best method of instruction is individual personal guidance in the library. Some reference librarians find it practical and useful to take a group of school children or college students, leading them about the library or talking to them in a room with a table of illustrative books. More systematic work, with library lectures on the art of reading, the choice of books and the use of reference books, is sometimes found practicable. It has been found a very useful method to have the librarian give talks on these subjects in the public schools, study clubs, Y. M. C. A.'s, the college classrooms, and so on. In a large city, or a large college, individual and even group teaching is almost out of the question and it has been found very useful in both of these cases to enlist the aid of the teacher. It seems generally agreed now that instruction in the use of a library, especially in the art of reading, the art of using indexes and textbooks, the use of alphabetical captions and the like, should be taught by all teachers in all grades through the use of their school libraries. The same applies to the college classroom. Under this method the librarian's chief concern is to teach the teacher, and perhaps personally conducted groups sent by the teacher, the actual use of books. The chief points of instruction in the reference use of books are reading an alphabet, practice in alternative catch-words, study of the method and scope of each book from prefaces and chapter headings, cursory examination, practice in repeated handling of each book for actual questions.

#### V. INTER-LIBRARY REFERENCE

In the libraries of higher research an important function of the reference department is the guidance of users to sources not to be found in the home library; to the library in which these sources may be found and to information whether and

from what source they may be borrowed through the home library.

The chief aids for this function of the reference department are on the one hand bibliographies and on the other joint lists such as the Chicago, Boston, etc., lists of periodicals. The printed cards of the Library of Congress, of the John Crerar and Harvard libraries, and all depositories of these cards are also important aids. The A. L. A. periodical cards, in conjunction with the list of periodicals indexed by each of the co-operating libraries, is another aid to what is rapidly developing into one of the most important branches of reference work.

It belongs to the reference department also to give advice as to what library will be most likely to have further material on the subject or be able to give further advice. The lists of special collections by Lane and Siebert and the like are the chief aids for this function together with an individual personal knowledge of other libraries—a matter of great importance to the reference librarian. An important part of the training of a reference librarian is thus his knowledge of other libraries. Lists of special libraries such as the Commerical Museum of Philadelphia, the various law, medical, and theological libraries, are of considerable value. Perhaps the most promising line of progress in reference work at the present time is the preparation of joint lists of periodicals or serials in the different libraries of the same city or region.

#### BIBLIOGRAPHY

Kroeger, Alice B. Guide to the study and use of reference books. Ed. 2. Boston, 1908.

———. Supplement, 1909-1910, by Isadore G. Mudge. Chicago, A. L. A. Publishing board, 1911.

Covers the whole ground of this chapter bibliographically in an unusually complete way. To this may be added the appropriate

chapters and their bibliographies in Brown, Bostwick, Dana, and Graesel as follows:

Brown, James Duff. *Manual of library economy*. London, 1907.  
(Book selection, pp. 141 ff.; Reference library, pp. 362 ff.; Reading-rooms methods, pp. 371 ff.)

Dana, J. C. *A library primer*. Chicago, 1910.

Reference books for a small library, Reference work, Reading rooms, etc.

Bostwick, A. E. *The American public library*. New York, 1910.  
Reading and reference books, Library and the child, etc.

Graesel, A. *Handbuch der Bibliothekslehre*. Leipzig, 1902. (Von der Benutzung innerhalb des Bibliotheksgebäudes, pp. 408-29.)

For bringing and keeping up to date, use the Indexes to periodicals, the Department on Library Economy in the *Library journal*, and the *Zentralblatt für Bibliothekswesen*. The annual volumes prepared from the *Zentralblatt* by Hortzschansky (Beihefte 29, 31, 32, 34, 36, 37) are most useful. Nothing can of course take the place of the indexes to the various library periodicals on all topics. The papers and proceedings of the College and Reference section of the American library association as published in its proceedings are apt to be the most considerable contribution each year to the literature of this topic.

In the matter of selection of books for the Reference Department the lists of actual collections such as those of the John Crerar library, the British Museum, and the Berlin, Paris, or Vienna libraries are the best supplements to the sources mentioned in Kroeger.

An admirable and interesting presentation of the means and methods for rapid-fire reference work in public libraries is found in "The Psychological Moment" by Marilla Waite Freeman, *Library journal*, February, 1911.

TO THE  
ABBOTTS

PUBLICATIONS OF THE  
AMERICAN LIBRARY ASSOCIATION  
PUBLISHING BOARD

78 E. WASHINGTON ST., CHICAGO, ILL.

- Guide to reference books. Edited by Alice B. Kroeger. Revised and enlarged edition. Cloth, \$1.50 (postage, 11 cents).
- Literature of American history. Edited by J. N. Larned. Cloth, \$8 (postage, 30 cents); sheep, \$7.50;  $\frac{1}{2}$  mor., \$9.
- Hints to Small Libraries. By Mary W. Plummer. Cloth, 75 cents.
- A. L. A. Booklist. Subject index, 1905-June, 1910 (v. 1-6). Paper, 25 cents.
- Selected list of music and books about music for public libraries. By Louisa M. Hooper. Paper, 25 cents.

LISTS OF FOREIGN BOOKS

- Selected list of Hungarian books. Paper, 15 cents.
- Selected list of German books. Paper, 50 cents.
- List of French books. Paper, 25 cents.
- List of Norwegian and Danish books. Paper, 25 cents.
- French fiction. Paper, 5 cents.
- List of Swedish books. Paper, 25 cents.

LIBRARY HANDBOOKS

Intended to help the librarians of small libraries in the various details of library work.

1. Essentials in library administration. By Miss L. E. Stearns. Paper, 15 cents.
2. Cataloging for small libraries. By Theresa Hitchler. Paper, 15 cents.
3. Management of traveling libraries. By Edna D. Bullock. Paper, 15 cents.
4. Aids in book selection. By Alice B. Kroeger. Paper, 15 cents.
5. Binding for small libraries. Paper, 15 cents. Suggestions prepared by the A. L. A. committee on bookbinding.
6. Mending and repair of books. By Margaret W. Brown. Paper, 15 cents.
7. U.S. Government documents in small libraries. By J. I. Wyer, Jr. Paper, 15 cents.



**14 DAY USE**

**RETURN TO DESK FROM WHICH BORROWED**

**LIBRARY SCHOOL LIBRARY**

**This book is due on the last date stamped below, or  
on the date to which renewed.  
Renewed books are subject to immediate recall.**

DEC 29 1964

LD 21-50m-4, '63  
(D6471a10)476

General Library  
University of California  
Berkeley

Z  
711  
R5

251689

Richardson

25m-6, '12

